

Name: \_\_\_\_\_ Period covered: \_\_\_\_\_

**HPDM Job- Specific Competency Criteria:  
Program Support Assistant, Care Coordination Program**

The following statements are intended to describe the major elements and requirements of the position and should not be taken as an exhaustive list of all responsibilities, duties, and skills required of individuals assigned to this position.

**I. OVERVIEW :**

The Program Support Assistant is a staff member who provides administrative support to the Care Coordination Program. He/she works closely with the Care Coordinators, facility administrators and VISN Program staff. Often may act as point of contact for the local project office staff, answering basic questions for patients and stakeholders and coordinating communication and actions with project staff.

**II. COMPETENCY CRITERIA/ JOB PERFORMANCE STANDARDS:**

Competency Ratings levels as follows: 1= education/training required

2= No additional education/training required, continue development

3=no additional education/training or improvement required

Rating Validation codes: DO – Direct Observation; CF – Customer Feedback; ER – Educational Records; SCL – Skills Checklist;  
V – Verbalization; RD – Return Demonstration; S—Simulation; O—Other (please specify)

**ADMINISTRATIVE SUPPORT**

General Description:

Competency	Performance Standards	Rating/ Validation Code	Comments/date
Provides clerical/ administrative support to the Care Coordination Program Team.	Is sensitive to and utilizes knowledge of the age-related needs of patients and staff throughout the life span and through the continuum of care: from early adulthood (18-44), through middle adulthood (45-59), and late adulthood (60+) to perform duties and attain excellent communication in all activities.		
	Attains and maintains computer skills (e.g. word processing, file management, VISTA programs, EXCEL spreadsheets) and communication tools such as MS Outlook (e-mail).		
	Accurately enters and manages data – including both patient data and program data.		
	Acts as consultant to VA staff in regard to administrative matters.		

	Maintains “threshold” competencies by attaining satisfactory behaviors for: attendance, completion of mandatory training, adhering to dress code, wearing ID badge, maintaining confidentiality of the medical record, practicing infection control and safety, improving organizational performance and promoting a desirable image of the VA to all customers and contacts.		
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**Behavioral Examples:**

- Performs activities safely, using safe and ergonomic techniques for daily work and handling electronic equipment.
- Adheres to all infection control guidelines and policies in handling telehealth equipment and patients.
- Manages program responsibilities accordingly using the VISTA programs including the computerized patient record system (CPRS).
- Sets up clinic profiles and manages appointments for home visits, telemedicine visits, screening clinics, telephone contacts, and/or walk-in patients.
- Accurately and tactfully communicates with team and customers.
- Expresses thoughts, ideas, and concerns clearly when interacting with patients, community agencies and professional staff.
- Collects data and manages data transfer as determined by project staff/ VISN leaders (e.g. customer satisfaction data, insurance information).
- Markets the program to patients and healthcare providers with excellent communication skills.

**QUALITY AND CUSTOMER SERVICE**

**General Description:**

Competency	Performance Standards	Rating/ Validation Code	Comments/date
Provides input toward improving the quality and effectiveness of patient care.	Takes initiative to seek and suggest improvements toward improvement of patient care as related to the program or collaborative relationships within the facility.		
	Participates in performance improvement activities related to the service line quality improvement process. Offers performance improvement advice to project staff.		
	Collects and tracks patient/customer satisfaction data and acts as catalyst to facilitate improvements in customer service.		
	Tracks and trends issues related to program effectiveness and role implementation.		

**Behavioral Examples:**

- Recognizes impediments to health care delivery and utilizes performance improvement principles in problem-solving approaches with the project team.
- Relates job performance to the intent of the mission, vision, and values of the VISN and the facility in which care is delivered.
- Recognizes own role in achieving JCAHO Home Care Standards in daily practice.
- Initiates behavioral changes and seeks training opportunities to achieve improvements in quality and service when indicated.
- Conducts self reviews of current practice and seeks constructive feedback from peers.

## TECHNICAL SKILLS AND RESOURCE MANAGEMENT

### General Description

Competency	Performance Standards	Rating/ Validation Code	Comments/date
Implements standards and procedures to meet SOPs, regulations and standards of accrediting bodies.	Manages program resources to facilitate safe, effective, and efficient care.		
	Advocates fiscal responsibility in the management of patient care through effective utilization of resources.		
	Attains basic competencies in operation of the telehealth equipment to assist in troubleshooting problems, answering questions for patients/customers, and supporting the telehealth team.		

### Behavioral Examples:

- Develops and implements procedures to manage project expenses.
- Suggests ways to improve quality while remaining fiscally responsible.
- Meets project deadlines.
- Able to operate web-based software for telehealth project and to trouble shoot problems with telehealth hardware in patients' home and at central station in the facility.
- Takes accountability for management of project expenses, credit cards, and/or project budget.

## EDUCATION

### General Description:

Competency	Performance Standards	Rating/ Validation Code	Comments/date
Implements an educational plan to meet changing program needs; maintains current knowledge.	Identifies personal learning needs and assumes responsibility for own professional growth.		
	Develops and implements an educational plan to enhance program development and personal performance.		
	Seeks out needed information from resource staff within the facility and/or parent facility or VISN office staff.		
	Provides patient health education information and materials as directed or requested.		

### Behavioral Examples:

- Attends or achieves all mandatory educational topics as required by the organization.
- Seeks opportunities for learning and participating in educational programs that will support improvement in performance and personal development.
- Demonstrates competency in setting up and using the equipment for the tele-health project (see individual equipment competencies).
- Supports the development of patient health education materials for home care patient use.

## **COLLEGIALITY**

### General Description:

Competency	Performance Standards	Rating/ Validation Code	Comments/date
Works collaboratively with interdisciplinary groups.	Facilitates open dialogue among peers, supervisors and staff.		
	Communicates effectively with patients, families/significant others and the health team members.		
	Demonstrates flexibility in responding to unexpected changes in work volume or complexity.		

### Behavioral Examples:

- Acts as communicator and teacher to interdisciplinary staff and patients to enhance knowledge of the project.
- Assists in policy formation/review/revision of procedures or development/evaluation of standards of care and practice.
- Speaks favorably of the organization and its people, both in the work environment and in community relationships.

## **ETHICS**

### General Description:

Competency	Performance Standards	Rating/ Validation Code	Comments/date
Assists in handling of ethical matters.	Conducts self in a professional manner in many clinical and administrative settings.		
	Maintains the privacy, confidentiality and security of the patients' medical records and employee data.		
	Adheres to procedures for acquiring informed consents for patients participating in the home tele-health project.		

### Behavioral Examples:

- Builds an atmosphere of trust with patients and caregivers in the home; is an advocate for patient rights.
- Actions on behalf of patients and employees are made in an ethical manner.
- Obtains/maintains informed consent from the patient to permit the tele-health equipment in the home.

## RESEARCH

### General Description

Competency	Performance Standards	Rating/ Validation Code	Comments/date
Collaborates with others in research activities	Manages data for evaluation of patient care outcomes and utilization review as related to the project.		
	Participates in interdisciplinary research-related activities to improve patient care as part of the project.		

### Behavioral Examples:

- Reviews the literature pertinent to role in project.
- Collaborates with project staff to implement changes in activities as a result of information gained during the project.
- Makes contributions to the organization by supporting publication efforts, being a member of a task force or committee, consulting, developing educational media, scientific inquiry, or using creative approaches to enhance the quality of tele-care.

## COLLABORATION

### General Description

Competency	Performance Standards	Rating/ Validation Code	Comments/date
Builds positive relationships with team members.	Participates in interdisciplinary groups as appropriate to achieving project goals.		
	Establishes ongoing relationships with professional/health related groups within the facility and community.		
	Fosters good public relations when interpreting philosophy, policies/procedures, goals and objectives to staff, patients and the public.		

### Behavioral Examples:

- Initiates appropriate referrals and consultations to other clinical services.
- Develops relationships with other home care professionals in the community and within VA.
- Presents accurate information about the Home Care project in interdisciplinary and public forums, without violating patient confidentiality.

## IV. Evaluation and Supervision:

Functional Statement, Program Support Assistant, Home Care Demonstration Project

Rating Validation codes: DO – Direct Observation; CF – Customer Feedback; ER – Educational Records; SCL – Skills Checklist; V – Verbalization; RD – Return Demonstration;

S—Simulation; O—Other (please specify)

- a) The Program Support Assistant is technically and programmatically responsible to the Care Coordination Program Manager. Operational Supervision will be the responsibility of the medical center in accordance with station level assignment.
- b) He/She participates regularly in peer review activities.
- c) Annual performance evaluation will be a collaborative effort between the Clinical Program Manager and the station level supervisor.

CONCUR:

\_\_\_\_\_  
Clinical Manager Care Coordination Program

Date

APPROVED:

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Director Care Coordination Program

Date